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11. THIS ITEM APPLIES ONLY TO AMENDMENTS OF SOLICITATIONS

12. ACCOUNTING AND APPROPRIATION DATA (If required) NA

E. IMPORTANT: Contractor _____ is not, _____ is required to sign this document and return it to the issuing office.

15A. NAME AND TITLE OF SIGNER (Type or print)		16A. NAME OF CONTRACTING OFFICER (Type or print)	
15B. OFFEROR/CONTRACTOR _____ (Signature of person authorized to sign)	15C. DATE SIGNED	16B. UNITED STATES OF AMERICA By _____ (Signature of Contracting Officer)	16C. DATE SIGNED

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AMENDMENT NO.: 001 Solicitation No.: AOC060106

1. This Amendment No.001 is issued to the above referenced Solicitation Number to replace **Section C pages** with those that have corrections and/or changes made to them as identified by the black lines in the right margin. Please replace the following pages with those currently in the solicitation package.

Distribution:

Contract File

Project Manager -

SECTION C

STATEMENT OF WORK/DESCRIPTION/SPECIFICATIONS/

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SECTION C

STATEMENT OF WORK

C.1 BACKGROUND

This requirement is for facilities management; operations and maintenance; water treatment; housekeeping; landscaping and grounds maintenance; snow removal; pest control; elevator and lift maintenance and other services as necessary for the operation of a mission critical facility in the Washington, D.C. metropolitan area. The complex houses mission critical data centers, offices, conference rooms and a cafeteria that are temperature and humidity controlled spaces, restrooms, storage areas and 2 loading docks. Due to the sensitive nature of the environmental control requirements of the facility, preventive and predictive maintenance procedures must be focused on reducing facility services and equipment down time to the absolute minimum. The complex consists of between 250,000 and 500,000 square feet of building space on a campus of between 75 and 130 acres.

C.2 ABBREVIATIONS AND DEFINITIONS

For abbreviations and definitions of terms used throughout this statement of work, see SECTION J Attachment 2, Abbreviations and Definitions.

C.3 OVERALL CONTRACTOR RESPONSIBILITIES

C.3.1 Performance Levels:

This Statement of Work (SOW) provides for a full range of operational and maintenance support to the facility and is intended to provide the Contractor only general guidance and information concerning the scope of work to be performed during the term of the contract. It is not an all inclusive list and the Contractor may be required to perform other tasks as necessary to properly maintain all on-site systems. This SOW also provides the minimum levels of services that the Contractor must provide. They are not intended to be, nor shall they be construed as, either the maximum performance levels or limitations on the effort that the Contractor must expend to accomplish the desired level of performance to ensure operation and maintenance of the building at the highest industry standards for this type of facility. The Contractor shall use his best judgment, skill and care in the management, operation and maintenance of the facility site. At a minimum, the Contractor shall take all steps and measures that a prudent building owner would take to maximize the life expectancy of the property. Determination of the man-hours or labor hours required to perform the work is solely the responsibility of the Contractor unless specific requirements are given. No statement in these requirements shall be construed as being contrary to this Contractor responsibility.

C.3.2 Performance Requirements:

The Contractor is required to manage, operate and maintain the facility on a 24/7 schedule in accordance with this statement of work. Absent definitive requirements, the Contractor will operate and maintain the facility in a manner that is consistent with industry and applicable manufacturer's standards and practices for a Building Owners and Managers Association (BOMA)

International Class A building with high quality standard finishes, state of the art systems, and a national prominence. Maintaining the environmental systems, building controls, and life safety equipment in a maximum operating condition is of paramount importance. The Contractor shall perform all work and services in a manner that meets all applicable Federal, State, and Local laws, codes, regulations and standards. The Contractor shall integrate and coordinate all work requirements in this statement of work. He shall also be fully responsible and accountable for its safe accomplishment whether performed by his own personnel or subcontractors.

C.4 GENERAL REQUIREMENTS

C.4.1 Authority to Represent Contractor:

The Contractor shall designate a Project Manager in writing who will act as the on-site representative for the Contractor and serve as the single point of contact for the COTR. The Project Manager will be authorized to act on the Contractor's behalf in all matters pertaining to this project and be responsible for overall contract performance. The Project Manager's responsibilities shall include: formulating and enforcing work standards; assigning work tasks; scheduling and coordinating work; reviewing work discrepancies; supervising Contractor personnel and subcontractors; communicating policies, purposes, and goals of the Contractor's organization; quality control; and customer satisfaction. The appointment of the Project Manager is subject to the approval of the COTR. Additionally, the Contractor shall designate a person in writing who will act as its Corporate Sponsor for this project. The Corporate Sponsor shall be contacted in the event that the Project Manager is unable to resolve an issue that affects the quality, pricing or success of the project.

C.4.2 Key Personnel, Staffing and Subcontractor Management:

C.4.2.1 Key Personnel:

The Contractor will furnish the following key personnel to be on-site in a full-time capacity for the duration of the project:

1. Project Manager
2. Chief Engineer
3. Administrative Assistant
4. 24/7 Shift Engineers 1 per shift
5. Lead HVAC Mechanic
6. Electrician
7. Maintenance Technician
8. Instrumentation and Control Technician
9. CAFM Coordinator/Maintenance Planner

C.4.2.2 Staffing:

The Contractor will furnish the COTR with a staffing plan per SECTION J, Attachment 4 Schedule of Deliverables. It will include the resumes of all key personnel for approval. During the life of the project, changes to key personnel shall require COTR approval prior to employment on the

contract. The COTR shall have the right to reject any proposed replacement staff and request another replacement. Other personnel/skills that are required to support the project, including general maintenance mechanics, contracts coordinator, logistical support/procurement, and administrative assistant/ facility center help desk, should also be shown on the staffing plan as well as any specialty subcontractors required. The above list does not limit the number or type of personnel and subcontractors that may be needed for the performance of the work, nor does it imply that a dedicated employee must be furnished for each of the skills required by this paragraph. The staffing plan should also show shifts for 24/7 coverage.

C.4.2.3 Subcontractor/Supplier Management:

The Contractor shall also furnish to the COTR his subcontractor/supplier management plan per SECTION J, Attachment 4, Schedule of Deliverables. This plan will detail the services to be furnished through subcontracts or suppliers and provide information demonstrating the provider's qualifications. A copy of all subcontracts will be kept on site and be made available for the COTR's review.

C.4.3 Contractor Employee Qualifications and Training:

C.4.3.1 Qualifications:

All Contractor personnel assigned to perform work at the facility shall be qualified for the work being performed and be licensed by the Virginia Department of Occupational Regulation and the Virginia Department of Environmental Quality as required. A copy of the professional license for each tradesman assigned to the contract shall be maintained at the site. The Contractor shall also maintain a copy of all subcontractors' professional/contractor licenses at the site. The qualifications for individual tradesmen and support staff are:

- A. HVAC Mechanic** (maintenance or construction tradesman): Evidence of experience and qualifications at the Master level.
- B. Elevator Technician:** Must be a certified elevator technician (CET) by the National Association of Elevator Contractors (NAEC.)
- C. Plumber:** Evidence of experience and qualifications at the Journeyman level in another state or five years experience.
- D. Electrician:** Evidence of experience and qualifications at the Master level.
- E. Maintenance Technician:** Evidence of experience and qualifications at the Journeyman level or higher.
- F. Instrumentation and Control Technician:**
 - 1. Maintenance Technician: NICET Level III certification or higher.
 - 2. Construction Tradesman: NICET Level IV certification.

- G. Painter:** Evidence of experience and qualifications at the Journeyman level in another state or five years experience.
- H. Carpenter:** Evidence of experience and qualifications at the Journeyman level in another state or five years experience.
- I. Steel Worker:** Evidence of experience and qualifications at the Journeyman level in another state or five years experience.
- J. Pipefitter/Welder:**
1. Maintenance Technician: Evidence of experience and qualifications at the Journeyman level or higher.
 2. Construction Tradesman: Evidence of experience and qualifications at the Master level.
- K. Fire Systems/Special Hazards Suppression Technician:**
1. Maintenance Technician: NICET Level III certification or higher.
 2. Construction Tradesman: NICET Level IV certification.
- L. Administrative Assistant:** Proficient with Microsoft Office applications as well as Power Point.
- M. CAFM Coordinator/Maintenance Planner:** Proficient with FC Version 7.3 or 8.3, MS Access database program, MS Office applications and Power Point.
- N. CAD Coordinator/Designers:** Proficient with MicroStation Version 7 or 8 and familiar with Autocad 2000. Minimum five years experience in their discipline. Proficient with MS Office applications.
- O. Professional Architects and Engineers:** Licensed by the Commonwealth of Virginia. Senior level personnel must have a minimum of 10 years experience in their discipline. Junior level personnel must have a minimum of 5 years experience in their discipline.
- P. Chief Building Engineer:** Must have 10 to 15 years experience in facilities operations and maintenance with at least five of those years supervising technicians in the maintenance of similar systems and a central plant such as the facility. Appropriate industry certification from: International Facility Management Association (IFMA); Building Owners and Managers Institute (BOMI); or Association for Facilities Engineering (AFE) is highly desirable.
- Q. Project Manager:** Must have 10 to 15 years experience in facilities engineering/operations and maintenance with at least five of those years in a managerial position of responsibility for the operations of a facility with similar systems and central plant as the facility. A mechanical background, Professional Registration for Engineers/Architects, or appropriate industry certification from: International Facility Management Association (IFMA); Building Owners and Managers Institute (BOMI); or Association for Facilities Engineering (AFE) are highly desirable.

Note: Only the crew lead is required to possess a Master level qualification or NICET Level IV certification for that individual trade. The rest may be a mix of journeyman and apprentice, or NICET Level III/II technicians.

C.4.3.2 Training:

The Contractor shall maintain a training plan to ensure that all personnel receive up to date training for their area of expertise and submit a copy of it to the COTR per Schedule J Attachment 4 Schedule of Deliverables. Training shall also meet the requirements of ANSI Z490.1-2001, Accepted Practices in Safety, Health and Environmental Training. To the extent available, facilities may be used for staff training. Use of these areas will be coordinated through the COTR.

C.4.4 Coordination and Scheduling of Work:

The Contractor is responsible for coordinating and scheduling the work in order to minimize the disruption of facility services and tenant operations. This is especially important for critical system or elevator maintenance. Notices will be provided to all occupants affected by the work and signs will be posted so facility staff will have an opportunity to prepare. A daily coordination meeting will be held with the COTR to discuss the major activities planned for the day. In addition, the Contractor shall coordinate maintenance and repairs with the utility companies and municipality as required. Furniture and portable office equipment in the immediate area of the work to be performed shall be protected or removed by the Contractor as necessary.

C.4.5 Security, Site Access and Parking Requirements:

The Contractor will ensure that all personnel assigned to perform work at the facility will comply with all site security requirements. The Contractor shall be responsible for obtaining/maintaining the necessary security clearances required by the agency for each employee prior to their beginning work at the facility. Loss of security clearance will be grounds for an employee's removal from the site. Identification badges provided by facility security shall be worn at all times on site. Contractor and personnel vehicles / possessions may be subject to search per facility directives. The Contractor shall ensure that all sub-contractors and contractors performing warranty work are provided with the necessary escorts, if required, while they are working at the facility. Visitor access will be requested through, and granted at, the discretion of the COTR. Contractor parking will be provided on-site.

C.4.6 Contractor Staff Conduct and Appearance:

C.4.6.1 Staff Conduct:

The Contractor shall ensure that all personnel assigned to perform work at the facility are aware of and follow all policies, processes, and procedures governing their activities while working at the facility. The Contractor will be asked to remove any employee who violates facility site policies or procedures from the premises.

C.4.6.2 Appearance:

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The Contractor's on-site employees shall present a neat and professional appearance and wear a uniform that clearly identifies the company with the employee's full name attached in a permanent or semi-permanent manner, such as a badge or monogram. In addition, all Contractor personnel shall be required to display identification on their person at all times as required by the United States Government.

C.4.7 Applicable Codes, Regulations and Standards:

The Contractor is required to operate, maintain and protect the facility in accordance with SECTION J Attachment 3, Applicable Codes, Regulations and Standards so that a safe and healthy environment is maintained for all tenants, staff and visitors. All services and work provided by the Contractor shall meet the highest standards set forth in the current editions (unless noted otherwise) of the publications referenced in SECTION J Attachment 3 as well as others identified within this SOW. The agency is contemplating the adoption of the IBC, 2003 Ed. and other codes. The Contractor will be advised in writing when this change is made.

C.4.8 Government Furnished Spare Parts, Materials, Space and Utilities:

The Government will furnish the items as specified below for the Contractor's use in the performance of this work. The Contractor is responsible for: properly storing, safeguarding and securing all Government furnished materials and equipment provided; protecting all government owned facilities from damage; and using Government furnished assets, including telecommunications and space, only for work on this project.

C.4.8.2 Space:

The Government will furnish the Contractor reasonable office, shop and storage space as available at the facility site. These areas will be made available for inspection during the site visit. The Government will also generally allow the Contractor's personnel to use the facilities that are available to Government personnel (cafeteria, break areas, restrooms, etc.)

C.4.8.3 Utilities:

Utilities, telephones, telecommunications lines and network access, as needed, will be provided to the Contractor by the Government.

C.4.9 Normal Hours of Operation:

facility normal hours of operation are Monday through Friday from 7:00 AM to 5:00 PM. The normal hours of operation do not relieve the Contractor of the requirements to perform other services described herein that may require additional hours/personnel. Lunch periods are at the discretion of the Contractor, however lunch periods shall be included in the prescribed hours of continuous coverage.

C.4.10 Federal Holidays:

Generally, minimal staff coverage will be required for Federal Holidays unless a building system

has been scheduled for maintenance or repair to avoid impacting the mission of the facility. The Contractor shall obtain permission from the COTR before performing work at the facility during Federal Holidays. The COTR shall notify the Contractor of any additional holidays designated by the President of the United States, and or Congress.

C.4.11. Early Closures:

The COTR shall notify the Contractor of any early or other unscheduled closings. Early closures may require the Contractor's personnel to remain at the site to prevent damage to the facility or facilitate recovery from a power outage, snow/ice storm, flood, or any other natural disaster or emergency.

C.4.12 Review of Contractor Deliverables:

The Contractor shall furnish plans and other deliverables per SECTION J Attachment 4, Schedule of Deliverables. Government review shall be completed within 60 days of receipt.

C.4.13 Invoicing and Cost Management

Invoices for reimbursable work shall be based on actual man-hours expended - not estimates. Invoices shall be submitted to the COTR for review with backup data for all reimbursable work on a monthly basis. The COTR and the Contractor's Project Manager will jointly review the invoice before it is submitted to Agency Accounting to resolve any discrepancies. The Contractor will assist the COTR with managing the utilities cost reduction program.

C.4.14 Audits: (Surveillance Plan)

The Government may conduct periodic audits of the Contractor's performance to insure contract or internal standards compliance. Audits will cover work performance, as well as environmental and safety compliance and may include: a review of records, processes, time sheets, reports, and other project information; interviewing Contractor staff to insure compliance with internal and site operating procedures; and spot checking completed work as well as work in progress. The COTR may conduct spot audits at any time. However, the Contractor will be given a minimum of two business day's notice prior to a major project audit. The Government may also engage the services of a third party entity to conduct audits.

C.4.15 Mobilization and Demobilization:

The Contractor will furnish mobilization and demobilization plans per SECTION J, Attachment 4, Schedule of Deliverables COTR approval. Plans will detail the major actions necessary to start up the project by phase and facilitate a smooth transition to a subsequent service provider during the project close out phase. Any transition should be seamless with no impact to the facility mission or its staff.

C.5 FACILITIES MANAGEMENT (FM)

The Contractor shall provide all management, supervision, labor, materials, supplies, repair parts,

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tools and equipment necessary for facilities management as required in this SOW. Facilities management shall include, but is not limited to planning, scheduling, coordinating, implementing, performing, reporting, budgeting, accounting, expense tracking, invoicing, material handling, supplies, and all other requirements associated with the overall FM function that are not included in another line item under this contract. Management and supervision shall be provided 24/7 as required. Administrative and support services shall be available on-site during normal hours of operations and be available as needed during other than normal hours of operation.

C.5.1 General:

The FM services provided shall ensure the effective, efficient, and economical operation, maintenance and repair of the buildings. The Government reserves the right to modify the facility in order to meet current or future agency requirements.

C.5.2 Safety:

The Contractor shall comply with all safety laws and regulations and will submit a facility site specific safety plan for COTR approval per SECTION J Attachment 4, Schedule of Deliverables. This plan shall incorporate all OSHA requirements, staff safety training requirements, and any additional agency requirements furnished to the Contractor to include an employee right to know center. The Contractor shall help identify any safety hazards at the site and recommend corrective action to the COTR. All hazardous conditions found shall be promptly reported to the COTR.

C.5.3 Building Systems Commissioning:

Where applicable, the Contractor shall participate in the commissioning of the building systems to include attending planning meetings as necessary. The Contractor will observe all operational acceptance tests (OAT) and functional acceptance tests (FAT) performed by the construction contractor(s)/commissioning agent at the facility and advise the COTR with regards to compliance with the commissioning plan and the equipment manufacturer's instructions. The Contractor will also use this opportunity to orient his personnel with respect to the building equipment/systems location, component interface and the overall system's operation. O&M training will be provided to contractor maintenance personnel by the construction contractor or his subcontractors per his contract closeout procedures as each phase is completed and turned over to the Government.

C.5.4 Warranty Program Management:

The Contractor will manage the warranty program on behalf of the Government. Where applicable, this will include entering construction contractor warranty data furnished by the COTR into the CAFM system; responding to service calls to determine if equipment is under warranty; notifying the construction contractor per established procedures; escorting contractor personnel to equipment; and verifying repairs are correctly performed. Where applicable, the facility and its components will be under warranty from the construction contractor for a minimum of one year. However, some equipment may have longer warranty periods. Additionally, the Contractor shall enter and maintain warranty data from contractor installed equipment in to the CAFM system. All equipment under warranty shall be maintained in accordance with warranty instructions and conditions so that the warranty will not become void.

C.5.5 Principle Building Equipment Inventory and Bar Coding:

Once the construction contractor has turned equipment over to the agency for use, the Contractor will inventory and bar code the facility assets. See SECTION J Attachment 6, Principle Building Equipment Inventory for a representative list of equipment in use at the facility. The Contractor will immediately notify the COTR if any equipment or system is discovered to be malfunctioning or in a condition other than new. The Contractor will be responsible for entering this data into the CAFM system and providing any software required to support this task. The bar coding information will tie the assets to the information in the CAFM system described in other sections. The Contractor will submit the inventory list to the COTR for review per SECTION J, Attachment 4 Schedule of Deliverables. The Contractor will keep the building equipment inventory and bar coding data current reflecting all changes made during the contract term.

C.5.6 Document Control:

The Contractor shall develop, implement, and maintain standard operating procedures (SOPs) covering all aspects of the work. The operations and maintenance manuals turned over to the Government by the construction contractor shall be used as a baseline for equipment and systems O&M procedures. Additionally, the Contractor shall maintain the master set of site specific specifications for use in future construction (Design-Build) work. The original facility construction specifications shall be used as a basis for the standard site specifications. The COTR shall approve all changes to the site specifications. The Contractor will establish and maintain project folders to document IROs and Design-Build work. All documentation developed and maintained under this contract is considered Government Property and shall be available for inspection / review by the COTR, or other Government representatives, at all times. The Contractor shall maintain all electronic data and hard copy documents for maintenance, repairs, operating procedures and Design-Build work performed at the facility on-site. No electronic data or documentation shall be transmitted electronically or removed from the site without specific permission from the COTR. Building floor plans or other sensitive data will not be transmitted via the internet. All documentation under the Contractor's control shall be turned over to the Government within **90** calendar days of the contract end date.

C.5.7 Computer Assisted Facilities Management (CAFM):

The Contractor, at his own expense, shall furnish the Facility Center, Version 8.3, CAFM software program by TMA Systems to be used at the facility for preventative maintenance (PM) / demand work order (DWO) management and other FM functions. The Contractor shall submit a CAFM implementation plan for COTR approval per SECTION J Attachment 4, Schedule of Deliverables. The Government will furnish the agency standards to be used in setting up the CAFM program. The Contractor shall be responsible for populating the required data fields. All CAFM data for the facility project shall become the exclusive property of the Government. The Contractor shall also be responsible for furnishing all necessary computer hardware and peripheral devices required for the implementation and operation of a stand alone CAFM system to include providing for access by the COTR from his workstation at the site. All modules in the FC software shall be utilized to their fullest capability. Records shall be backed-up electronically at least once a day. Hard copy

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completed PM/DWO and status reports will be filed on site. At some future point, the Government may choose to implement a local intranet or web based system at its own expense. The Contractor will assist with transferring the data as required.

C.5.8 Computer Aided Design (CAD):

The Contractor will perform all CAD work in MicroStation Version 8, by Bentley Systems, using the agency A-E CAD Standards provided. The Contractor will be responsible for compiling a set of building systems drawings by converting and editing the AutoCAD 2000 construction drawings for the project. As-builts will be furnished to the Contractor in phases or by discipline as they are turned over to the Government. The civil, architectural and structural as-built drawings will be in red-lined hard copy format. The mechanical, electrical, plumbing and fire protection as-built drawings will be in electronic format. The building systems drawings should not show notes or other information needed only during initial construction. Initial drawing conversion and systems drawings shall be submitted to the COTR for approval no later than **120** calendar days after receipt. See SECTION J Attachment 4, Schedule of Deliverables. The Contractor will also be responsible for on going updates of the facility as-built drawings regardless of who completes the work so they accurately reflect existing conditions. Facility or system modifications requiring an as-built update may have been accomplished by the Contractor, the agency or a third party contractor. These subsequent updates should be completed no later than **30** days after receipt. All update assignments will come from the COTR who will also review and approve the completed updates.

C.5.9 Contractor Furnished Supplies, Tools, and Equipment:

The Contractor shall furnish all items required in the performance of work under this contract including but not limited to office supplies, tools, personal protective equipment, shop equipment, office furniture, computers, copier, fax, printers, cell phones, radios, pagers and their required infrastructure, a full size drawing plotter, and software. Only those items or services specifically stated will be Government furnished. At the expiration of the contract, the Government may, at its option, purchase any non-reimbursable supplies, tools and equipment furnished by the Contractor for use on the project.

C.5.10 Prohibited/Approved Materials and Chemicals:

The Contractor shall not bring on site any chemicals, paints or other materials shown in SECTION J Attachment 11, Agency Prohibited Materials List. All chemicals, paints and other materials used on this project shall be approved by the COTR, or his designated representative, prior to being brought on site. Requests for approval must include the material safety data sheet (MSDS.) Additionally, the Contractor shall develop and maintain a list of all chemicals approved for use on the site and provide a current copy to the COTR as changes occur in accordance with SECTION J Attachment 4, Schedule of Deliverables.

C.5.11 Materials, Spare Parts and Equipment Inventory:

Materials and spare parts required for this work will be either government furnished or purchased by the Contractor on a reimbursable basis. Generally, the Contractor will be required to purchase
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all materials and spare parts except those critical items and consumables maintained in the Government owned, Contractor managed, on-site parts crib. The Contractor shall complete the following activities and submit required documentation to the COTR:

- A. Verify the list of materials and spare parts turned over to the Government by the construction contractor and provide the COTR with an updated materials and spare parts list no later than 30 calendar days after they are turned over to the Contractor per SECTION J Attachment 4, Schedule of Deliverables. This requirement will occur in several phases as the building and it's systems are completed. See SECTION J Attachment 7, Spare Parts and Materials List for the items anticipated to be turned over to the Government.
- B. Develop a list of critical spare parts to be kept on site. This list shall be submitted to the COTR for approval per SECTION J Attachment 4, Schedule of Deliverables. The Contractor shall purchase these critical spares following approval by the COTR in accordance with the provisions for reimbursable expenses.
- C. Develop a list of supplies and consumables to be kept on-site that will satisfy a 30 day usage requirement for COTR approval per SECTION J Attachment 4, Schedule of Deliverables.
- D. Maintain an inventory of any Government furnished equipment provided at the start of the contract, or purchased as a reimbursable expense during the contract, in an electronic and hard copy format. Provide inventory lists to the COTR as they are updated.
- E. Conduct monthly random spot audits on 5% of materials and spare parts in the system and advise the COTR of the results per SECTION J Attachment 9, Reporting Requirements. The Contractor shall strive to achieve a 99% inventory accuracy rate.
- F. Conduct an annual audit on all 100% of materials and spare parts in the system and advise the COTR of the results per SECTION J Attachment 9, Reporting Requirements. The Contractor shall strive to achieve a 98% inventory accuracy rate.

C.5.12 Ownership of Property:

All parts, materials, supplies, and equipment purchased on a reimbursable basis shall become the property of the Government. Government furnished or reimbursable parts, materials or consumables purchased by the Contractor (the parts crib) will be turned over to the Government at the expiration of this contract or as required by the COTR.

C.5.13 Housekeeping:

The Contractor shall maintain all assigned spaces, including the central plant, office areas, storage areas, utility rooms and all space assigned to subcontractors, in a neat and orderly fashion. The utility rooms, including floors and equipment located within the rooms, shall be kept

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painted or sealed as necessary to maintain the neat and clean appearance of the room and equipment. The Contractor shall ensure that painting in these areas complies with the industry color coding system and American National Standards Institute (ANSI) Handbook, and that the identification information on the equipment is clearly readable. All painting activities must be approved by the COTR.

C.5.14 Cleanup and General Waste Disposal:

The Contractor shall clean all work areas daily including maintenance shops and Design-Build work areas and is responsible for disposing of all waste generated in the performance of his work. The agency will not provide facilities for on-site general waste disposal. Work areas in or near public spaces shall be dusted and mopped as needed at the end of the workday. Special care must be taken when maintenance or construction occurs in data center spaces to preserve the room's environmental condition.

C.5.15 Hazardous Materials and Waste Disposal:

The Contractor will comply with all Federal, State, and Local Government laws and regulations, as well as facility procedures, for the handling/storage of hazardous materials and disposing of hazardous waste. Additionally, the Contractor shall develop Hazardous Material Handling and Storage, Spill Response and Hazardous Waste Disposal Plans in accordance with SECTION J Attachment 4, Schedule of Deliverables. The Contractor shall dispose of any hazardous waste he generates at his own expense in accordance with the laws of the Commonwealth of Virginia. The agency will not provide facilities for on-site hazardous waste disposal.

C.5.16 Continuity of Services:

Services covered by this contract are vital to the Government's mission at the facility. The Contractor must insure that continuity of facility services is maintained at the utmost proficiency with minimal interruptions that would impact the operation and mission of the facility.

C.5.16.1 Emergency Operating Plan:

The Contractor shall develop and submit an Emergency Operating Plan (EOP) per SECTION J Attachment 4, Schedule of Deliverables. The EOP shall include a recall plan and provide guidance to ensure that the facility is adequately operated, maintained and protected in an emergency situation. Such emergencies may include but are not limited to: utility outages, civil disturbances, natural disasters, fires, environmental releases, accidents, and rescue/recovery operations as well as responses to heightened threat conditions or other security requirements.

C.5.16.2 Emergency Personnel Requirements:

The Contractor shall pre-designate and train key personnel to respond to emergency situations per the EOP. Contractor personnel shall participate in all emergency response events and training exercises. The COTR shall be provided emergency contact information to include contact name(s),

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telephone numbers, pager numbers, and e-mail addresses personnel per SECTION J Attachment 4, Schedule of Deliverables.

C.5.17 Customer Relations Program:

The Contractor shall develop a positive customer relations program that shall be governed by his customer relations program plan, submitted to the COTR for approval, per SECTION J Attachment 4, Schedule of Deliverables. Program requirements may include: Project Manager attendance at meetings as designated by the COTR; periodic meetings to include senior management (corporate sponsor); periodic team building sessions (costs to be shared between the Government and the Contractor); presenting FM performance results to the customer; providing FM procedures (request for service) training to the customer as needed; and providing customer feedback. The customer relations plan should also include an escalation and problem resolution process. The Contractor shall develop and conduct annual surveys, apart from quality control initiatives, to determine customer satisfaction and provide an analysis of the survey results with recommended corrective action to the COTR per SECTION J Attachment 9, Reporting Requirements. The expectation is that the Contractor will achieve a 95% overall customer satisfaction rate and make continued progress towards 99%.

C.5.18 Facilities Priority Codes:

The Contractor will log, assign, schedule, respond to and complete all work per the requirements in SECTION J Attachment 8, Facilities Priority Codes. This coding, with the associated response and completion times for priorities 1-10, will form the basis for Contractor's performance measurement. Response time shall be measured from the time the requirement was made known to the Contractor to the time when the work was completed. Priority codes for emergency or urgent work may be down graded with COTR approval once the immediate threat to life, property, or operations of the facility have been removed.

C.5.19 Service Calls (Demand Work Orders):

Service calls to the Contractor may be initiated by the COTR or other facility personnel via one or more of the following methods: telephone, e-mail, pager or the CAFM system. Qualified personnel will be available 24/7 to respond to all types of service calls as required. All maintenance personnel shall be provided with communications devices and or voice-activated pagers in order to respond to service calls. The cost of this equipment and it's supporting infrastructure shall be born by the Contractor who shall coordinate with the COTR prior to its purchase and installation. Contractor personnel shall remain on the job until all emergency or urgent service calls are completed. If the service call cannot be resolved within the required response time the COTR, or designated

representative, shall be immediately notified. The Contractor will document the reason for the delay and provide the COTR with an anticipated completion date and/or time. Priority codes for service calls may not be changed without COTR approval. Each DWO completed will automatically generate a short customer satisfaction survey that addresses the key areas of: 1) Overall satisfaction with the work; 2) FM team communications; and 3) FM response time. The

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Contractor shall investigate each unsatisfactory response and advise the COTR of corrective action taken.

C.5.20 Reimbursable Services (Infrastructure Repair Orders and Design-Build Projects):

The two major categories of work that will require reimbursable services are: (1) Infrastructure Repair Orders for maintenance work over \$2,500 and (2) Design-Build project work for facility additions, alterations and system modifications. Additionally, reimbursable services shall be used for material and equipment purchases over the \$2,500 threshold as required for other contract line items. The Contractor will only perform reimbursable services when authorized in writing by the COTR. The Contractor shall complete reimbursable work per the approved budget and shall be at risk if this amount is exceeded without prior COTR approval. In emergency situations, approval may be given verbally with a written follow-up provided at a later date. Effort expended to assemble IROs and Design-Build Work preliminary approach packages shall be considered part of the Contractor's FM cost.

C.5.20.1 Infrastructure Repair Orders (IRO):

All DWO repairs where labor is expected to exceed the threshold amount of \$2,500 are to be processed as an IRO. Repairs under the threshold amount are performed as part of the base contract. IROs may be used to repair any component of the building structure, system, or sight improvement at the facility. The Infrastructure Repair Order package will include a detailed description of the task to be performed and the justification (impact to the facility if the effort is not approved.) The Contractor will provide the COTR with a detailed cost estimate to include line items for labor, materials, equipment, and subcontractors necessary to complete the Infrastructure Repair Order. In addition, the Contractor shall provide a sketch of the proposed work and a detailed schedule in Microsoft Project Format for review and approval. The Contractor shall be furnished a copy of the approved repair order by the COTR prior to starting work. An infrastructure repair order may be generated by the Contractor when the need for an infrastructure repair order is identified. The COTR shall resolve any questions related to whether work exceeds the IRO threshold.

C.5.20.2 Requests for Design-Build Projects:

The COTR will request the Contractor to provide design-build project work via a DWO with the corresponding facility priority code assigned to it. The major components of scope will be listed, along with the required completion date, to enable the Contractor to complete the preliminary approach package requirements detailed in paragraph C.9.1.2, Processes and Procedures.

C.5.21 Service Calls / Work Order Management:

The Contractor shall furnish personnel to man a walk-up service call desk/phone center during normal hours of operation. The service call center attendant shall enter all service calls into the FC work order tracking system (CAFM) as soon as they are received. Maintenance and repair data for

emergency and urgent work shall be entered at the completion of the task. Data for all other tasks shall be entered by the end of the next business day. All information entered into this system must be accurate and complete to facilitate managing the work. At a minimum, the following information shall be entered into the system:

- A. Name, organization, and telephone number of person reporting the problem.
- B. Time and date report was received.
- C. Name/title of person who received the report.
- D. Description of the problem.
- E. Location of the problem (building, floor & room number).
- F. Asset tag number.
- G. System affected.
- H. Description of the action taken to resolve the problem.
- I. Parts used.
- J. Time and date corrective action was completed.
- K. Name and initials of person(s) who corrected the problem.
- L. Time required to complete repair.
- M. Cost estimate, if applicable.

The Contractor shall generate reports using the data in FC on at least a weekly basis to manage the maintenance and repair program so that maintenance and repair (M&R) is completed on schedule. See SECTION J Attachment 9, Reporting Requirements.

C.5.22 Quality Control (QC):

The Contractor shall submit a Quality Control (QC) Plan per SECTION J Attachment 4, Schedule of Deliverables. This plan shall address all aspects of the work performed under this contract including facility management, operations and maintenance, suppliers, professional services, and self performed construction or subcontractors used for Design-Build work. The performance of QC inspections and enforcement of the approved plan is an essential part of this contract. The Contractor shall maintain a file of all inspections conducted and corrective actions taken by the Contractor's staff, sub consultants or subcontractors to bring work performed into compliance with this contract. A copy of the inspection reports/completed checklists shall be submitted to the COTR by COB on the Monday of the following week. The COTR may compare inspections performed by the Contractor's inspectors with actual conditions that existed at that point in time. The QC files shall be made available to the COTR during the term of the contract, as required.

C.5.23 Reporting Requirements:

The Contractor shall submit reports to the COTR in accordance with SECTION J Attachment 9, Reporting Requirements. This attachment details weekly, monthly, quarterly, semiannual and annual reporting requirements to include required meetings.

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C.5.24 Continuous Improvement Process (CIP):

The Contractor shall institute a continuous improvement process which shall be governed by his CIP plan submitted per SECTION J Attachment 4, Schedule of Deliverables. The Contractor's goal shall be to provide a world class level of facility management services at the facility. The Contractor shall incorporate industry best practices and benchmark his performance against comparable facilities in government, private industry and education, using industry survey data such as is available from BOMA, International Facility Management Association (IFMA) and others, to assist in reaching this goal. To that end, standard industry metrics and other KPIs as required by the COTR, shall be tracked and reported on a monthly basis. Specific performance metrics required by this SOW (such as temperature/humidity and maintenance performance ratios) shall also be reported. See SECTION J Attachment 10, Metrics and Measurements Requirements for the minimum information to be monitored. All procedures shall be documented to insure the highest levels of service are achieved and maintained. The Contractor shall submit quarterly progress reports on his CIP efforts per SECTION J Attachment 9, Reporting Requirements. Additionally, this documentation will facilitate future efforts to obtain International Organization for Standards (ISO) Certification.

C.5.25 Environmental Permits:

The Contractor shall assist the COTR with preparing and submitting any environmental permits required to operate the facility complex. These shall include, but not be limited to storm water, air pollution, chemical waste, and water supply.

C.6 OPERATIONS AND MAINTENANCE

The Contractor is responsible for operations and maintenance of the facility and shall provide a written Building Operating Plan (BOP) per SECTION J Attachment 4, Schedule of Deliverables that details the operating plans and procedures for all building systems, structures, grounds, utilities and site improvements. The BOP shall specify on-site 24/7 coverage for operations and maintenance to include a minimum staffing of an HVAC technician and a general maintenance technician for 2nd and 3rd shifts. Upon Government approval, the BOP shall be implemented by the Contractor and updated as operations and procedures change. The COTR shall approve all changes prior to their being incorporated into the BOP. The Contractor shall take appropriate steps to ensure that employees are knowledgeable about, and comply with the BOP.

C.6.1 Equipment and Systems:

All mechanical, electrical, plumbing, fire protection, fire suppression and other utility systems shall be maintained and operated at the highest level of efficiency in a code compliant manner consistent with practical energy conservation. See SECTION J Attachment 5, Mechanical, Electrical, and Plumbing (MEP) Systems Narrative for a description of the major facility systems covered by this SOW. All equipment and systems shall be maintained in accordance with the OEM's recommendations and best practices of the industry.

C.6.2 Equipment and System Modifications:

The Contractor shall not modify the existing mechanical equipment or any building system without written authorization from the COTR. If changes are authorized, the Contractor shall furnish appropriate red-lined drawings and/or specifications to the COTR showing as built conditions upon completion of any changes. Following COTR approval of the as built drawings, the Contractor shall incorporate these changes into the site's record drawings and system specifications.

C.6.3 Operational Requirements:

- A. "Operations" include, but are not limited to, daily or other periodic starting, stopping, monitoring, adjusting, inspection, lubrication, etc., of the mechanical, electrical, architectural, structural, and utility systems and equipment throughout the facility complex.
- B. The building systems shall be operated in a manner to: (1) Effectively maintain the required temperature and humidity set points throughout the facility; (2) Insure the comfort of the building occupants and visitors; and (3) Promote resource conservation in energy and environmental management practices.
- C. The standard operating temperatures for the facility are:
 - 1. 72 degrees F and 50% RH in the administrative or non-specialized use areas.
 - 2. 68 degrees F and 45% RH for data centers and other special use rooms.
- D. Set points may be changed periodically, with COTR approval, to comply with facility operational requirements.
- E. Unless authorized in writing by the COTR or as required above, building equipment and systems shall operate continuously without interruption. Exceptions for scheduled maintenance and repair procedures performed by the Contractor will be coordinated in advance in accordance with this SOW. All system or service outages must be approved by the COTR in advance.
- F. The Contractor shall be responsible for the daily monitoring of the facility DDC control system and provide the COTR with a hard copy of the trend logs detailing the environmental conditions within the environmentally sensitive areas of the complex (Data Centers, common areas, offices and conference rooms.) They shall be submitted per SECTION J Attachment 9, Reporting Requirements. Reports will contain a narrative explaining the reasons for any major temperature, humidity, and particle count or pressure changes within the area. Monthly reports shall show the average environment conditions by area for each month along with an explanation of any corrective actions taken during that time period. The annual submission shall identify and graph the average temperature and humidity conditions for twelve consecutive months along with a detailed written report outlining any building operations activities or system level actions to be taken to improve the ability of the HVAC system to maintain the required environment.

- G. Ventilation shall be filtered and balanced at all times to ensure a safe, healthful, and comfortable environment consistent with ASHRAE standards. Economizer cycle free cooling using outside air should be used to the maximum extent possible.
- H. Running test checks of large or high energy use equipment, such as pumps, air handling equipment, etc., may be performed during normal operating hours, provided that they do not cause an interruption in service or increase monthly electricity, utility or other demand costs. The COTR shall define the peak usage periods during which tests or checks are prohibited (if required) and provide the Contractor with this information.
- I. Any test of mechanical, electrical, or utility systems or equipment that may adversely impact environmental conditions in the building, or which may increase the monthly electrical demand charge, must be coordinated with, and have the concurrence of, the COTR. Major system outages will generally be scheduled during other than normal hours. Yearly system outages over a several day period for major maintenance or systems modifications will be scheduled several months in advance and be done over weekends or holidays.
- J. Mechanical, electrical and data/telecommunications rooms shall not be used as storage areas for any materials. Storage of any building supplies or equipment of any kind in these rooms is prohibited unless written approval is obtained from the COTR.
- K. The Contractor shall perform water treatment of applicable systems in accordance with the manufacturer's recommendations and industry standards to ensure maximum efficiency and effectiveness of the equipment.
- L. The Contractor shall submit a water treatment plan to the COTR for approval per SECTION J, Attachment 4. The water softener system shall be maintained in a manner consistent with the manufacturer's recommendations.
- M. The Contractor shall strive to maintain an up-time percentage of 99.5% for all critical systems (based on a 24/7 operation) and an up-time percentage of 99% for all non-critical systems.

C.6.4 Maintenance Requirements:

The Contractor shall use FC CAFM software to establish a maintenance program that addresses the predictive, preventative and corrective maintenance (DWOs) requirements for all building equipment and systems identified as part of the facility. All maintenance activities shall have a computer generated PM or DWO with a unique identification number for tracking. Emergency response work may have a DWO established after the fact to document maintenance actions and any repairs completed. The Contractor's goal shall be 95% completion of all planned/scheduled work per its due date.

C.6.4.1 Preventive Maintenance (PM):

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PM is regularly scheduled work on equipment and systems that the Contractor must accomplish in order to ensure safe, reliable, and continuous operations; preclude unnecessary breakdowns; and maximize the life expectancy of the equipment and/or system. PM includes, but is not limited to, adjusting, testing, repairing, replacing, greasing, oiling, cleaning, and painting various items as specified herein as well as predictive maintenance. The Contractor shall strive to manage the maintenance program so that 30% of the total maintenance effort required is dedicated to preventative/predictive maintenance.

C.6.4.2 Predictive Maintenance:

The Contractor shall establish a predictive maintenance program as part of the overall PM program. Predictive maintenance includes, but is not limited to, thermal testing of equipment and system components, vibration analysis, and oil sampling/analysis. The Contractor's goal is to determine maintenance or repair requirements to preclude equipment/system failure and adjust the PM program to obtain optimum frequencies.

C.6.4.3 Corrective Maintenance (DWO):

The Contractor is responsible for the repair or replacement of items damaged or broken due to normal wear and tear, act of vandalism or accident. This corrective maintenance can be initiated through a DWO that is called into the Service Center by the COTR, a customer or the maintenance staff based on observations in the field. The Contractor shall strive to manage the maintenance program such that 95% of corrective maintenance work is identified by his technicians during the performance of PMs.

C.6.5 Inspections:

The Contractor shall periodically perform inspections (rounds) of all building systems, structures, grounds, utilities and site improvements in accordance with the BOP. Inspections will be incorporated into the PM program and be based on applicable code and NFPA requirements, environmental and safety regulations, equipment manufacturer recommendations and industry best practices. Rounds will also be used to monitor housekeeping practices and be incorporated into the BOP. The Contractor shall perform an annual condition assessment of the facility site to include buildings, systems and major equipment components and submit a State of Facilities Report to the COTR per SECTION J, Attachment 9, Reporting Requirements. This assessment will be general in nature and characterize the overall state of the facility and its ability to meet the needs of the facility's mission and operation (ie. whether capital improvements are needed).

C.6.6 PM Plan:

The Contractor shall provide a PM plan to the COTR for review and approval per SECTION J Attachment 4, Schedule of Deliverables. The PM plan shall include the schedules and procedures

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for PM. Procedures shall be incorporated into the database along with job hazard analysis' and all pertinent data for the asset or system being serviced or repaired. The COTR will provide the Contractor with the maintenance manuals turned over by the construction contractor for use in preparing the PM plan. The frequencies for scheduled PMs and the minimum performance requirements shall be in accordance with original equipment manufacturer (OEM) recommendations, PM guides and best industry practices. Revisions will be submitted to the COTR for approval as necessary. PM will be scheduled so that impact to facility operations is minimal. All deviations to the schedule must be approved by the COTR in advance.

C.6.7 Maintenance Program Execution:

The Contractor shall provide a level of service that assures the facility is free of missing components or defects which affect, the safety, appearance or intended use of the facility or would prevent any mechanical, electric, plumbing (MEP) or structural system from functioning in accordance with the design intent. Repair work shall be carried to completion, including touch-up painting and/or operational checks. The quality of the work and the repaired areas shall be fully compatible with adjacent surfaces or equipment.

C.6.8 Testing Requirements:

The Contractor shall be responsible for testing building equipment and systems. These tests shall be incorporated into the PM program. Test procedures and frequency shall be governed by code requirements, applicable NFPA requirements, environmental and safety regulations, and equipment manufacturer's recommendations. Emergency generators shall be tested under load for at least two hours monthly and for four hours annually. Automatic transfer switches (ATS) shall be operationally tested at least annually. Plans that detail testing requirements shall be submitted to the COTR for approval per SECTION J, Attachment 4, Schedule of Deliverables. No tests will be scheduled until the test plan has been approved. The Contractor will submit test reports per SECTION J Attachment 9, Reporting Requirements no later than five working days following the test. All life safety system testing will be completed during other than normal work hours.

C.6.9 Indoor Air Quality (IAQ):

- A. The Contractor is responsible for maintaining building HVAC to ensure the highest levels of indoor air quality, according to the codes and standards identified in SECTION J Attachment 3, Schedule of Deliverables. To insure IAQ standards are maintained, the Contractor shall submit an IAQ Program Plan to the COTR for approval per SECTION J Attachment 4, Schedule of Deliverables. The plan will include testing and reporting for: carbon monoxide, carbon dioxide, aldehyde scan, volatile organic compound (VOC) scan, fungal enumeration and identification, stachybotrys detection, and bacterial enumeration. Testing will be conducted following commissioning (before occupancy) and thereafter annually. Testing for other substances may be required on a cost reimbursable basis. Annual testing shall be done by a certified industrial hygienist with 5 years of IAQ experience.

- B. The Contractor will ensure compliance with OSHA and ASHRAE acceptable levels for indoor air quality threshold limit values (TLVs) to the extent that actions are under his control. Before any interior alteration, the HVAC distribution shall be examined and supply diffusers and return grills rearranged and protected to preclude damage or the intake of contaminants. Upon identification of contamination and/or measurements exceeding the acceptable levels, the Contractor shall initiate corrective action.
- C. The Contractor shall control contaminants at the source and/or operate all spaces in such a manner that the indicator levels for carbon monoxide (CO), carbon dioxide (CO₂) and formaldehyde (HCHO) are not exceeded. The indicator levels are as follows:
 - 1. CO: 9 parts per million (P.M.) time weighted average (TWA B 8 - hour sample)
 - 2. CO₂: 1000 PPM (TWA)
 - 3. HCHO: 0.1 PPM (TWA)
- D. The Contractor shall take the lead in investigating indoor air quality complaints. Appropriate air sampling equipment shall be maintained on site to test for temperature, relative humidity, VOCs, CO and CO₂. The Contractor shall implement appropriate O&M corrective measures as needed and advise the COTR as soon as corrective measures have been completed.
- E. The Contractor shall conduct annual indoor air quality reviews in the Spring of each year and report the findings to the Government per SECTION J Attachment 9. Copies of each annual IAQ review shall be maintained in the within the facility for access by the Government. Reports shall be clear and concise and include a comparison of indoor vs. outdoor air conditions as well as EPA recommended levels of monitored substances. Reports must also include a recommend action to correct deficiencies.
- F. The Contractor shall assist the Government, or any of its third party consultants, with IAQ assessments or detailed studies beyond this scope of work by making information on building operations and Contractor activities available. Access to equipment and mechanical spaces for assessment and testing will be provided. corrective actions will be implemented as directed by the COTR.
- G. The Contractor is responsible for any mold re-mediation that is due to poor maintenance practices. Other mold re-mediation, due to circumstances beyond the Contractor's control, will be completed on a cost reimbursable basis.

C.7 LANDSCAPING, GROUNDS, AND PLANT MAINTENANCE

The Contractor will furnish all labor, equipment, and supplies to maintain the facility site's exterior grounds in a professional manner appropriate for a BOMA Class A Building. Lawns, shrubs, trees

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and planted areas shall present a well-groomed appearance at all times. Grass adjacent to asphalt or concrete walks or driveways shall be controlled, and present a neat appearance. All exterior areas shall be maintained free of trash or debris. The Contractor shall submit a written landscaping and grounds maintenance plan per the SECTION J Attachment 4, Schedule of Deliverables. The requirements of this section shall consist of, but not be limited to, the tasks shown below:

C.7.1 Mowing:

Lawn areas shall be mowed as necessary to maintain the grass at a height of between 2-3 inches. Meadow areas shall be mowed as necessary to maintain the grass at a height of between 6-12 inches.

C.7.2 Core Aeration:

Core aerate annually in two perpendicular directions when there is adequate soil moisture present.

C.7.3 Fertilization and Lime:

Fertilize turf areas three times per year during the months of September, October and November at rates per industry standards for the lawn composition. The soil PH level in turf areas shall be maintained within the 6.0 to 6.5 range.

C.7.4 Crabgrass Control:

Turf crabgrass shall be controlled. A crabgrass pre-emergent agent shall be applied during mid April or before the ground temperature reaches 45 degrees Fahrenheit.

C.7.5 Soil Top Dressing:

Top dress soil as necessary to maintain the groomed appearance. Contractor shall repair depressions, bare places and any erosion damage.

C.7.6 Weeds / Pest Control:

The Contractor shall monitor and control pest populations of insects, weeds and diseases and shall be responsible for removing contaminated material from the site.

C.7.7 Mulch:

Hardwood mulch shall be maintained at 3-4 inches in height around plants, shrubs and trees.

C.7.8 Gravel/Rock Beds/Rock Retaining Walls:

Gravel/rock beds and retaining walls shall be maintained in a neat and professional manner adding additional cover and replacing rock or re-stacking dry pack retaining walls as needed.

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C.7.9 Irrigation:

The Contractor shall ensure that lawns and planted areas show no signs of excessive dryness. All areas shall be checked for moisture content on a regular basis. The Contractor shall water lawns and planted areas uniformly utilizing hoses and sprinklers as required.

C.7.10 Debris Clearing:

Turf areas, shrub beds, flower beds, forested areas, fence lines, gutters, sidewalks, drainage swales, parking lots, roadways, and other surfaces shall be maintained free of debris including, but not limited to, grass clippings, cuttings, leaves, paper, rocks, sticks, etc. Debris resulting from maintenance work and excess soil or mulch shall be promptly removed by the contractor.

C.7.11 Exterior Trash Cans/Butt Cans

Exterior trash cans and butt cans should be emptied and cleaned as needed to prevent an unsightly appearance.

C.7.12 Trimming / Pruning:

Trimming and pruning will be accomplished under the direction of a certified landscaping professional in accordance with industry standards. All trees, vines, hedges, shrubs, and ground cover shall be trimmed/pruned as needed, by thinning and shaping to achieve a natural appearance. Building entrances, walkways, and parking areas and security camera fields of view shall remain unobstructed by plant growth at all times.

C.7.13 Plant Replacement:

Lawn, trees, shrubs, ground cover, vines, annual plants, and other plant materials that are damaged, die, or lose their original form shall be replaced in equal kind and size.

C.7.14 Turf Re-seeding:

Turf seed shall have a 95% germination rate, contain not less than 85% pure seed, have no more than 0.5% weed seed and be composed of the following species: 50% Kentucky bluegrass (*Poa pratensis*), 30% chewings red fescue (*Festuca rubra* variety), 10 % perennial rye grass (*Lolium perenne*) and 10% redtop (*Agrostis alba*).

C.7.15 Chemical Use:

The Contractor shall furnish all oils, fungicides, insecticides, baits, herbicides, fertilizer, etc. as required. In no case will extremely toxic materials be permitted. Pesticides shall only be applied by

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a pesticide applicator licensed by the State of Virginia or a registered applicator under the direct supervision of a licensed pesticide applicator. Pesticides shall be applied according to the manufacturers label recommendations, and shall be applied evenly. Chemicals shall be applied with extreme care to avoid hazard to any person or animals in the immediate or adjacent areas, or property damage. All chemicals shall be in the original manufacturer's container and properly labeled. Documentation of each pesticide application shall be maintained on site and shall identify the chemical used, amount mixed, amount applied, date, time, weather conditions, crops treated, pest controlled and percentage of active ingredients.

C.8 SNOW REMOVAL

The Contractor is responsible for snow and ice clearing and removal on a cost reimbursable basis as required. A snow and ice removal plan will be submitted per SECTION J Attachment 4, Schedule of Deliverables. Prior to mobilizing resources to respond to an individual snow or ice event, the Contractor will provide his plan, including an estimated cost, to the COTR for approval. This approval will typically be verbal followed up with an email.

C.8.1 Snow and Ice Clearing:

The Contractor is responsible for clearing/plowing snow and ice from walkways, landings, steps, parking lots, roads, equipment access areas, etc. that require access by the building occupants, maintenance staff, or visitors to the site. These surfaces shall be kept clear of snow, ice and sleet at all times during normal business hours. Fire lanes and building egress paths shall receive priority for snow removal. To prevent a hazardous condition, surfaces which accumulate snow or ice overnight or on weekends, must be free of snow and ice at all times.

C.8.2 Contractor Furnished Labor and Equipment:

The Contractor shall furnish all necessary labor, tools and equipment including trucks, mechanical sanders, heavy equipment, snow shovels and other items necessary for the clearing and removal of snow and ice accumulations.

C.8.3 Snow Removal Materials:

The Contractor will furnish all materials needed for snow and ice removal on a cost reimbursable basis. Chemicals and/or sand shall be used to reduce the safety hazard to personnel and equipment. All chemicals used shall be applied in accordance with Federal and State Regulations and local codes. If directed by the COTR, the contractor will keep an adequate supply of chemicals and/or sand on the premises in a secured location.

C.8.4 Snow Stockpiling:

Snow will be stockpiled in areas per the Contractor's plan. Plowed or shoveled snow, ice and sleet shall be piled in a manner that does not block access to fire lanes, hydrants, trash bins, loading areas, walkways, parking lots and roadways or the drainage system. Snow, ice, and sleet shall

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not be piled within 20 feet of the site's perimeter fencing.

C.8.5 Additional Snow/Ice Removal:

Removal of snow/ice build-up from roofs and canopies, may be required during the snow season. The COTR will advise the Contractor when this service is required.

C.9 DESIGN-BUILD PROJECTS

The Contractor shall furnish professional design services and self perform/subcontractor construction trade personnel to accomplish design-build project work as required. Additional services that may be required under this contract line item include engineering studies, layout/planning, and construction management for third party contractors. To accomplish this work, the Contractor will prepare a Design-Build Plan per SECTION J Attachment 4, Schedule of Deliverables. At a minimum, the plan will incorporate the requirements listed below.

C.9.1 Project Initiation, Process and Procedures

C.9.1.1 Project Initiation:

Design-Build projects will generally be initiated by the COTR. However, if the Contractor observes a situation that requires facility addition, alteration or system modification to remove a hazardous condition, protect Government assets, save operating expenses, or improve the efficiency of the facility management operation of the facility, he will immediately contact the COTR to initiate a design-build project. **Note:** New painting or repainting of entire areas (beyond touch-up or painting of patch areas) shall be considered design-build work.

C.9.1.2 Process and Procedures:

The Design-Build Plan should show all steps in the process from project inception to completion. The process must include a preliminary approach package that details the scope, method of completion, preliminary schedule and a rough order of magnitude (ROM) cost of the work. The process must also include a final project package that includes the design, a schedule (in Microsoft Project), a detailed estimate and a subcontracting plan (if required). Other steps that must be shown include inspection/acceptance and turnover procedures. Procedures should be detailed enough to provide sufficient guidance to the Contractor's staff so that the requirements of this SOW are met.

C.9.2 Program Controls and Package Approvals:

COTR approval is required for preliminary approach packages, final project packages, construction award/start, and turnover packages following design-build project completion. Approval is required to proceed to the next step in the process. The Contractor will not be reimbursed for any design-build work completed without written COTR authorization. Design costs will not be incurred until the preliminary approach package is approved. Construction costs will not be incurred until the final project package is approved. Final payment will not be made until final acceptance of the work to

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include the turnover package.

C.9.3 Program Management:

The Contractor will use the project management module of the Facility Center CAFM software program to manage the design-build work. Other software, such as scheduling and database management may be used to supplement the CAFM software as necessary for the efficient operation of the design-build work program. The cost of these software programs is not a reimbursable expense.

C.9.4 Building and Fire Codes:

The Contractor shall comply with the most current agency adopted codes referenced in SECTION J Attachment 3, Applicable Codes, Regulations and Standards. Alteration, repair, addition and change of occupancy for code compliance shall be as defined in the BOCA Code, 1999 Ed. Project work that does not meet the definition of new or alteration and that does not involve a change of occupancy, shall be designed in accordance with the baseline codes used for initial construction which were the Virginia Uniform Statewide Building Code (VUSBC), 2000 Ed and the Virginia Uniform Statewide Fire Code (VUSFC), 2000 Ed. A full listing of the baseline codes will be provided to the Contractor by the COTR.

C.9.5 Design Criteria

The Contractor shall comply with the most current edition of the Agency Design Standards and any Government furnished program of requirements. If no definitive guidance is provided, materials and finishes for new construction shall match those specified in the original facility design documents.

C.9.6 Contractor's Procurement Process

The Contractor shall establish a procurement process that insures the best possible pricing for the Government with as much competition as practicable. Generally, bids should be sought for subcontract work unless project deadlines dictate sole sourcing. All subcontracts for reimbursable work must be approved in advance by the COTR.

C.9.7 Response Times:

The Contractor will provide the COTR with a preliminary approach package according to the following schedule: within 24 hours for projects estimated to cost up to \$5,000; within 5 days for a package estimated to cost between \$5,000 and \$100,000; and within 10 days for projects estimated to cost between \$100,000 and \$250,000.

C.9.8 Design-Build Staffing:

The Contractor will have available the professional disciplines and self perform/subcontractors construction trades required for Design-Build work at the facility in order to meet the response times

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above and the design/construction schedules approved in the preliminary approach/final project packages.

C.9.9 Design-Build Work Space:

The Contractor will furnish off-site space as necessary for the completion of this work. Work space will be provided for field investigation teams and coordination/design review meetings to the extent available at the site. Temporary staging/lay down areas will be made available for construction work. However, field office space will not be provided for design or construction personnel.

C.10 PEST CONTROL SERVICE

The Contractor will furnish a regularly scheduled and documented program of control and monitoring. The ideal program will prevent the entry into and the harborage from the facility. Whenever possible, nontoxic methods of pest control, such as insect growth regulators and nontoxic substances should be used. If traps are used, methods should be humane; traps used to catch pests alive require frequent observation and humane euthanasia after capture.

The contractor shall furnish all labor and materials necessary for the development and implementation of a comprehensive Integrated Pest Management Program (IPMP) for the facility.

The contractor shall control, reduce or eliminate the presence of invertebrate and vertebrate pests including, but not limited to, rats, mice, birds, cockroaches, ants, fleas, flies, silverfish, stinging insects and nests accessible from the ground or from windows, stored product pests, and incidental invaders such as, but not limited to, crickets, earwigs, midges, millipedes, centipedes, ground beetles, clover mites, termites and bats.

The Contractor shall submit an IPMP to the Contracting Officer's Technical Representative (COTR) for his/her approval fifteen calendar days after the contract has been awarded.

The Contractor shall maintain a complete and accurate pest management log. The Contractor shall insure copies of this log are received by the COTR.

Emergency services are included in this contract.

C.10.1 Monthly

Exterminating services will be conducted once per month during normal working hours.

C.10.2 Chemicals

All chemicals, including but not limited to, fertilizers and herbicides employed during the term of the contract must be approved, in writing, for their use by the Contracting Officer's Technical Representative before application and/or use. The Contractor shall be certified for pesticide application as required by law. Pesticides shall be mixed and applied only by certified pesticide applicators.

The Contractor shall submit in writing, at least fourteen calendar days prior to the intended use of

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any chemicals, a material safety data sheet (MSDS) on Department of Labor FORM OSHA-20 or similar. It shall include at a minimum the following information:

Substance identification B, include trade name(s), chemical family, molecular formula and molecular weight.

Components and contaminants B including chemical composition and exposure limits.

Physical data B including a physical description, vapor density, vapor pressure, evaporation rate, water solubility, melting point, volatility percentage, specific gravity and methods of detection. Fire and explosion data B including flash point, flammable limits, fire extinguishing materials, special fire fighting procedures and any unusual fire or explosion hazards.

C.11 HOUSEKEEPING & TRASH REMOVAL

C11.0 General

The Contractor shall provide all labor and materials needed to provide Janitorial Services and Trash Removal as specified in this Performance Work Statement (PWS) at the ACF. Within 30 days of the effective date of the contract, Government and Contractor representatives will conduct a joint inventory of all areas and components at the ACF. As a result of this inventory, the Contractor shall insure that the master Component/Inventory Listing will be modified as necessary to show the correct inventory listing. The Contractor shall be responsible to maintain this listing at all times throughout this Contract.

C11.1 Supervision

The Contractor shall designate an on-site supervisor and an alternate who shall be responsible for the conduct and competent performance of work. An equally qualified alternate shall be provided to act on behalf of the supervisor, should the supervisor be unavailable for work due to illness, vacation, etc. The on-site supervisor and alternate who shall be able to read, write, speak, and understand English, and have full authority to act for the Contractor. The supervisor or alternate shall be on-site during normal working hours. Any work accomplished after normal working hours shall include an English-speaking team leader capable of carrying out various tasks and assignments.

C11.1.1

The supervisor or alternate shall meet with Government personnel designated by the Contracting Officer's Technical Representative (COTR) to discuss contract performance as

needed. The Contractor shall assign sufficient daytime staffing to be responsive to complaints relating to cleaning. The supervisor or his representative shall respond within one (1) hour after notification. Emergencies shall be responded to immediately. The Contractor shall provide the telephone and pager number of the supervisor and alternate to the COTR within three (3) calendar

days from the effective, date of the contract. The Contractor shall ensure that all files relating to the PWS is available for review upon request by the COTR.

C11.2 Quality Control

The Contractor shall establish a complete Quality Control Program to ensure that the requirements of the contract are met. It shall be submitted to the COTR for approval within ten (10) calendar days from the effective date of the contract. Any amendments to the same shall be submitted to the COTR at least ten (10) days prior to implementation for approval. The program shall, at a minimum, include the following:

C11.2.1

An internal inspection system covering all the services is to be performed under the contract. It must include a checklist that will specify areas to be inspected by a scheduled or unscheduled basis and the title of the individual(s) who will do the inspection.

C11.2.2

A method for identifying deficiencies in the quality of services performed before the level of performance becomes unacceptable.

C11.2.3

A method of ensuring that all keys are issued to the Contractor by the Government are not lost, misplaced, and are not used by unauthorized persons.

C11.2.4

A file of all inspections conducted by the Contractor and the Corrective action taken. This documentation shall be provided at the 1st of each month. The Government will monitor the Contractor's performance under this contract using the quality assurance procedures specified in Section 6.0.

C11.2.5

The Contractor shall provide an Operating Plan. Within 15 calendar days after award of the contract, and at the beginning of each contract period, the Contractor shall submit to the Contracting Officer and/or the Contracting Officer's Technical Representative a detailed and complete annual schedule of the dates of all services to be performed. In addition, the schedule will indicate the hours of the daily work and the days of the week that weekly work will be performed. The proposed schedule shall list the type of work to be performed, the areas to be worked, and the estimated time to complete the work in each area. When scheduled services performed weekly or less frequently fall on a holiday, alternate dates shall be specified. The Operating Plan shall also include a list of all cleaning supplies to be used, subject to the

Contracting Officer Representative's (COTR) approval.

C11.2.6

Every working day, the Contractor will provide to the COTR or designated alternate a listing that identifies all scheduled work that was completed during the previous day. The format of this document shall be approved in advance by the Project Officer.

C11.2.7

Some tasks must be performed after normal working hours in order to minimize disruption of Government business. Floor stripping and waxing (except servicing, spot cleaning and policing where applicable) must be accomplished after normal working hours.

C11.2.8

Services shall be performed during the normal working hours of the building occupants, not to exceed 6:00 p.m. except as noted elsewhere in the contract, services shall not be required on Government holidays. Prior approval of the COTR is required before work may be performed on weekends. In the event services are not provided or required because the facility is closed due to inclement weather, unanticipated holidays declared by the President, failure of the Congress to appropriate funds, etc., the Government serves the following options:

C11.2.8.1

The Contractor may be required to perform the work contractually specified over a number of immediately subsequent day(s) equal to the period of the shut down, except Saturday or Sunday, unless routine work is scheduled for Saturday or Sunday. When a service is required less than three times per week and the time for that service falls on a holiday, the work shall be accomplished on the day following or preceding the holiday.

C11.2.8.2

To forgo the work and reduce payment due to the Contractor accordingly for work not performed, and assesses a deduction against the Contractor.

C11.2.8.3

To reschedule the work on day(s) agreed to by the Government and the Contractor.

C11.2.8.4

The Contractor will be issued keys for space assigned for office and storage use. Most space in

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the building will be unlocked and is accessible during normal working hours. Some areas remain locked however, and require scheduled work in accordance with this contract. In such cases, the Contractor must notify the COTR or designated Representative in writing and access will be arranged.

C11.2.8.5

Contractor employees will be issued Key Cards to gain access into the building during authorized working hours. Lost Key Cards will be reported to the COTR immediately.

C11.2.8.6

The Contractor shall be required to replace or to reimburse the Government for replacement or re-keying of locks as a result of the Contractor losing keys. In the event a master key is lost or duplicated, all locks and keys for that system shall be replaced by the Government, with the total cost deducted from the monthly payment due to the Contractor. The Contractor shall report the occurrence of a lost key immediately to the COTR.

C11.2.8.7

It is the responsibility of the Contractor to prohibit the use of keys issued by the Government of any persons other than the Contractor's employees. It is also the responsibility of the Contractor's employees to prohibit entrance of persons other than Contract employees engaged in the performance of assigned work in those areas.

C11.2.8.8

Lock rooms in security areas after cleaning and return keys to designated office as applicable.

C11.3 Energy Conservation

The Contractor shall be directly responsible for instructing employees in utility conservation practices. The Contractor shall be responsible for operation under conditions, which preclude the waste of utilities.

C11.3.1

The Contract Employees will not adjust mechanical equipment controls for heating, ventilation and air-conditioning systems.

C11.3.2

Lights shall be used only in areas at the time when work is actually being performed.

C11.3.3

Water faucets or valves shall be turned off after the required usage is complete.

C11.3.4

Windows shall be closed and lights and fans turned off when not in use.

C11.4 General

C11.4.1

Government telephones shall not be used for personal reasons, or for any toll or long distance calls.

C11.4.1

The Contractor shall notify the COTR or designated representative whenever a building deficiency is identified. (e.g. chemical spill, leaking pipe, stopped up sink, power outage, and doors or other equipment that appear to be working improperly).

C11.4.2

The Contractor shall comply with all applicable Agency security requirements and submit (to security) background checks for personnel as required by other provisions of this contract.

C11.4.3

It is the responsibility of the Contractor to ensure that all articles of possible personal or monetary value found by the Contractor's employees are turned in to Building Security.

C11.4.4

The COTR has the authority to restrict the employment, under the contract, of any Contractor employee who is identified as a potential threat to the health, safety, security, general well being or operational mission of the Facility and its population. The COTR may require the Contractor to remove any employee from the job site found objectionable by the Government. The removal from the job site of such persons shall not relieve the Contractor of the requirement to provide sufficient personnel to perform adequate and timely services.

C11.4.5

The Contractor shall immediately notify the COTR and CO in writing when a decision to terminate an employee has been made.

C11.4.6

The Government may require medical screening of Contractor personnel, at Contractor expense, to ascertain whether employee(s) have been using controlled substances.

C11.4.7

All Contractor employees shall present a neat appearance and be easily recognized. All employees shall wear Contractor-issued distinctive clothing bearing a distinguishable emblem or patch. All ground maintenance employees are, also, required to wear safety shoes. The COTR or GFC must approve the clothing. All Contractor employees are expected to be in uniform within 30 days from the date he/she is hired. FDA will issue employees a picture ID/Key Card. They must display the ID at all times while working.

C11.4.8

The Contractor shall ensure appropriate staff participation in any training scheduled by the Government during normal working hours.

C11.4.9

The Contractor shall temporarily relocate all easily movable furniture and equipment (e.g., tables and/or chairs) from the area while cleaning and replace such items when work is complete. The Contractor shall also ensure that upon completion of work, tools, equipment, and supplies are returned to the designated storage place, and that before leaving an area, all doors and windows are closed and lights are off, unless otherwise instructed. All work shall be performed in a good workmanlike manner consistent with the standards of the trade.

C11.4.10

The Contractor shall provide 1 man-hour per day to perform miscellaneous utility jobs as requested by the COTR or designated representative. Some examples include participation in the building recycling program as specified in 5.20, special cleaning, floor maintenance, assisting in loading, unloading and distribution of supplies, assisting in moving furniture and equipment, etc. Please note that cleaning of broken laboratory glassware, autoclave waste, or biological waste, explosives, chemical waste, radioactive waste, and special medical waste is excluded.

C11.4.11

Under unique emergency situations, an Emergency Work Order (EWO) for additional services may be placed orally by the COTR or his/hers designated representative. In doing so, the COTR will notify the COTR at the earliest convenience. Within five (5) days of the emergency, the Contractor shall provide the Contracting Officer with a written notification which includes the date and times (begin and end) of the emergency, the nature of the emergency, and a detailed cost proposal. The COTR in writing shall confirm EWO's. The Contractor shall be compensated after negotiations (if necessary) are concluded.

C11.4.12

Eating, drinking, smoking, and the storage/preparation of food or beverages is prohibited in all areas except those designated by the COTR or designated agent; such as the facility lunchroom. Smoking is prohibited on the roof, inside the building and in the basement/garage areas.

C11.5 SAFETY AND HEALTH**C11.5.1**

The Contractor shall submit a list of all routine substances to be used, for approval by the COTR, in writing at least 14 calendar days prior to intended use. This shall also include non-routine chemicals as well. Included in writing must be a Material Safety Data Sheet (MSDS), all of which are subject to the approval by the COTR. The Contractor shall have the MSDS in an area available for inspection by the COTR or his/hers representative.

C11.5.1.1

The Contractor shall provide his employees with Hazard Communication training and Material Safety Data Sheets for chemicals used by employees in the course of their work -per OSHA 29 CFR 1910.1200 Hazard Communication Standard.

C11.5.2

The Contractor shall be responsible for the decontamination and clean up of blood and other potentially infectious materials and contaminated items and surfaces as defined in 29 CFR 1910.1030. This responsibility shall include but not be limited to normal housekeeping activities as well as first aid and emergency situations. This responsibility shall not include the decontamination and clean up of blood and other infectious materials used for Government research purposes.

C11.5.3

Contractor employees must report all injuries, no matter how slight, to the Contractor supervisor. All injuries should also be reported to the COTR.

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C11.5.4

"Caution-wet-floor" signs are to be used as needed whenever a slippery floor condition identified.

C.11.6 TRASH REMOVAL**C.1.6.1**

The contractor is responsible for the removal/disposal of all trash in the building. Currently the facility has two 8 yard containers at the North loading dock one for trash and one for cardboard. At the South loading dock there is one 8 yard container for cardboard and one 40 yard closed container attached to the compactor for trash.

C.1.6.2

The contractor is responsible for however many pulls are required dependant upon the amount of trash has accumulated. Currently the facility is scheduled for one pull of each container per week, however this is the minimum amount necessary.

END OF SECTION C